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GOVERNMENT OF GOA

Department of Transport

Directorate of Transport

Notification

D.Tpt/STA/2629/2025/1352

Date: 20-May-2025

GOA TRANSPORT AGGREGATOR GUIDELINES, 2025

Whereas, Section 67 of the Motor Vehicles Act, 1988 provides for the power of the state Government to control road transport.

And whereas, in exercise of the powers conferred under the said section, the Government of Goa, in public interest, has formulated the following guidelines to regulate aggregators in the state of Goa in supersession of Order No. D.Tpt/STA/2357/2019/1106 dated 06-03-2019.

Now therefore, the following guidelines are hereby published for the information of the persons likely to be affected thereby and notice is hereby given that the said guidelines will be taken into consideration by the Government on the expiry of thirty days from the date of publication of this Notification in the Official Gazette.

Any objection to the said guidelines may be sent to Director of Transport, 1st Floor, Junta House, Panaji, Goa-403001, before the expiry of the said period of thirty days from the date of publication of this Notification in the Official Gazette.

1. *Short title, extent and commencement.*

(a) These guidelines shall be called the Goa Transport Aggregator Guidelines, 2025.

(b) They shall extend to the whole of the state of Goa.

(c) They shall come into force on the date of their publication in the Official Gazette.

2. *Definitions.*

In these guidelines, unless the context otherwise requires:

- (a) “Aggregator” means as defined in Section 2(1A) of the Motor Vehicles Act, 1988.
- (b) “App” means an electronic interface operated by the Aggregator or any third party on behalf of the Aggregator, which may be accessed through a computer resource or a communication device.
- (c) “Driver” shall have the meaning ascribed to it under the Motor Vehicles Act, 1988.
- (d) “Fare” means the charges per kilometre as specified in Schedule-I herein.
- (e) “Government” means the Government of Goa.
- (f) “On-boarding” means the integration of a vehicle and Driver with the Aggregator and operating such vehicle with the Aggregator.
- (g) “Owner” shall have the meaning ascribed to it under the Motor Vehicles Act, 1988.
- (h) “Passenger” means a person who books a journey through the Aggregator App for availing the transportation provided by a Driver who is On-boarded with the Aggregator.
- (i) “PSV Badge” means an authorisation issued in accordance with Rule 4 of the Goa Motor Vehicles Rules, 1991.
- (j) “Permit” means the contract carriage permit issued to a transport vehicle as per the provisions of the Motor Vehicles Act, 1988.
- (k) “Tariff” means the charges paid by the Passenger for a journey booked on an Aggregator App.

The words and expressions used in these Guidelines, but not defined herein, shall have the same meaning as assigned to them in the Motor Vehicles Act, 1988, or the rules made thereunder.

3. *Application for licence.*

- (a) No Aggregator shall operate or On-board Drivers in the state of Goa without obtaining a valid licence from the Government under these Guidelines.
- (b) The Aggregator(s) holding an existing licence at the time of these Guidelines coming into force, shall continue to operate until the expiry of the existing licence.

Provided that such operations shall be in compliance with these Guidelines.

- (c) Any person may make an application for grant of licence in Form-I appended to these Guidelines, accompanied by proof of payment of appropriate fee and security deposit as specified in sub-clause (13).

- (d) A licence shall be granted by the Government and such licence shall be valid throughout the state of Goa.
- (e) An application under sub-clause (3) above shall be processed by the Government within a maximum period of sixty (60) working days from the date of application.
- (f) A licence granted shall be valid for a period of three (03) years from the date of its issuance, subsequent to which it shall be renewable for period(s) of three (03) years.
- (g) An Aggregator may make an application for grant of renewal in Form-II appended to these Guidelines, accompanied by proof of payment of appropriate Fee, as specified in sub-clause (13), not less than six (06) months prior to the expiry of their licence.
- (h) The list of licences issued by the Government under these Guidelines shall be published on the state transport department website.
- (i) The Government may reject an application for grant of licence or renewal, if any of the conditions specified under these Guidelines are not complied with to the satisfaction of the Government.
- Provided that no such rejection shall be made without giving the applicant or Aggregator an opportunity of being heard and for reasons recorded in writing.
- (j) The Government shall issue a licence in Form-III appended to these Guidelines.
- (k) A licence issued under these Guidelines is non-transferable.
- (l) Where the licence is lost or destroyed, an Aggregator may make an application for grant of duplicate licence in Form-IV appended to these Guidelines, accompanied by proof of payment of appropriate Fee as specified in sub-clause (13).

(m) Fee and Security Deposit for Aggregator:

S. No.	Particulars	Licence fee (in INR)
1.	Grant of licence	5,00,000
2.	Renewal of licence	5,00,000
3.	Issue of duplicate licence	50,000
4.	For noting change of address of the licensee	50,000
5.	Security Deposit (only for grant of licence) (Security deposit is refundable and non-interest bearing)	10,00,000

4. Conditions for licence.

The Aggregator shall:

- (a) Have a registered office in the state of Goa (or) have a registered office in India, and a branch office in the state of Goa.

- (b) Comply with all applicable laws, including the Motor Vehicles Act, 1988, Digital Personal Data Protection Act, 2023, Consumer Protection Act, 2019 and the Information Technology Act, 2000.
- (c) Commence their business operations within six (06) months from the grant of the licence, in the absence of which the licence may be liable to be cancelled by the Government.
- (d) Store data recorded during provision of services in the state of Goa, in servers located in India, and retain such data for not less than three (03) years.
- (e) On-board only Driver(s) with a valid PSV Badge.
- (f) Execute a valid enforceable contract with the Driver, with jurisdiction for dispute resolution in the state of Goa.
- (g) Not prevent or disincentivise the driver to On-board with multiple Aggregators.
- (h) Ensure a health insurance for an amount not less than Ten Lakh Rupees (INR 10,00,000) with Financial Year 2025-26 as base year and an increment of 5% each year.

Provided that in case of female Drivers, the health insurance shall be extended to the parents and children of the female Driver.

- (i) On-board only a vehicle with valid permit issued by State Transport Authority or Regional Transport Authority in the state of Goa as per the Motor Vehicles Act, 1988.
- (j) Display inside the vehicle the copy of Driver's licence and the vehicle permit in such manner as shall be clearly visible to the Passenger(s).
- (k) Ensure that the identity of the Driver undertaking a trip is the same as the one provided to the Passenger on the App at the time of booking.

5. Regulation of Fare and Tariff.

- (a) The Aggregator shall guarantee that the Owner receives at least the Fare as prescribed by the Government, for every journey completed by the Passenger.
- (b) The Aggregator shall not make any deductions whatsoever from the Fare receivable by the Owner as prescribed in sub-clause (1) above.
- (c) The Aggregator shall ensure that all the payments to the Owner are settled within seventy two (72) hours from the completion of the journey.
- (d) In case of failure to settle the payment as prescribed in sub-clause (3) above, the Aggregator shall be liable to pay a penal interest of twenty five percent (25%) per day to the Owner on the delayed payments.
- (e) The Passenger shall be charged Tariff for a minimum of three (3) kilometres for every journey booked on the Aggregator App.

6. *Incentives.*

(a) The Government shall provide the following incentives to the Owners On-boarded on any Aggregator App.

S. No.	Particulars	Eligibility	Incentives
1	Reimbursement of insurance premium paid annually	<ul style="list-style-type: none"> For Owner of vehicle, which completed five hundred (500) trips on App(s) in a year. 	<ul style="list-style-type: none"> Fifty percent (50%) of insurance premium paid (or) twenty thousand rupees (INR 20,000), whichever is lower.
2	Reimbursement of insurance premium paid annually	<ul style="list-style-type: none"> For Owner of vehicle, which completed five hundred (500) trips on App(s) in a year driven by a female Driver. 	<ul style="list-style-type: none"> Hundred percent (100%) of insurance premium paid (or) thirty thousand rupees (INR 30,000), whichever is lower.
3	Vehicle Purchase Subsidy	<ul style="list-style-type: none"> For female Owner-cum-Driver with PSV Badge intending to purchase a transport passenger vehicle. 	<ul style="list-style-type: none"> One lakh (INR 1,00,000) subsidy on purchase of new electric motor cab. Twenty Thousand (INR 20,000) subsidy on purchase of new electric motor bike or electric autorickshaw. Fifty percent (50%) subsidy to be paid upfront and fifty percent (50%) subsidy to be paid after completion of five hundred (500) trips on App(s) in a year by the female Owner-cum-Driver with PSV Badge.
4	Waiver on renewal fee for Aggregators.	<ul style="list-style-type: none"> Twenty percent (20%) of the fleet driven by female Drivers at the time of renewal. 	<ul style="list-style-type: none"> Hundred percent (100%) waiver of renewal fee.

7. *Grievance redressal mechanism.*

- (a) A Grievance Redressal Committee shall be constituted consisting of the Director of Transport as the Chairperson and two Additional Directors of Department of Transport as members.
- (b) The committee shall address complaints related to licensing, Fare disputes, driver grievances, and compliance issues.
- (c) Aggregators shall be required to set up a grievance redressal system on their platforms and resolve the complaints within 48 hours.

8. *Enforcement and penalties.*

- (a) The Transport Department shall oversee the implementation of these Guidelines through regular audits and inspections.

- (b) Aggregators shall be required to submit annual compliance reports to the Transport Department, in Form-V as appended to these Guidelines, before thirty (30) working days after the end of the year.
- (c) Unlicensed operations or violation of licence conditions shall result in a penalty of Fifty Lakh Rupees (INR 50,00,000) and blacklisting of the person or Aggregator.
- (d) Violation of Fare regulations may result in a penalty of Five Lakh Rupees (INR 5,00,000) per instance.

P. Pravimal Abhishek, I.A.S., Director of Transport.

FORM-I

[See Guideline 3]

Application for the grant of licence for Aggregator under the Goa Transport Aggregator Guidelines, 2025.

To,
The Director,
Department of Transport,
Government of Goa.

I/We, the undersigned hereby apply for grant of a licence for operation as an Aggregator under the Goa Transport Aggregator Guidelines, 2025 in the state of Goa.

1	Name of the Applicant	
2	Certificate of incorporation	<i>(Please attach a self-attested copy)</i>
3	Registered office address	
4	Branch office address in Goa (if registered office is not located in Goa):	
5	Ownership details of registered office/branch office in Goa:	<i>(Please attach the self-attested copy of ownership document. In case of a leased property, the lease term should not be less than three (3) years)</i>
6	Name of the authorised person	
7	Contact details of authorised person	Email: Phone:
8	Document of authorisation	<i>(Please attach the self-attested copy of the letter/resolution/power of attorney authorising the authorised person to apply on behalf of Applicant)</i>
9	PAN No.:	
	Copy of PAN	<i>(Please attach a self-attested copy)</i>

10	GST No.:	
	Copy of GST registration certificate	<i>(Please attach a self-attested copy)</i>
11	Trade licence:	<i>(Please attach a self-attested copy)</i>
12	Self-declaration	<i>(Please submit a signed copy)</i>

Format of Self Declaration

I hereby declare that the information given above and other documents enclosed herewith are true to the best of my knowledge.

I read and acknowledge the provisions of the Goa Transport Aggregator Guidelines, 2025.

I accept and agree to abide by the Goa Transport Aggregator Guidelines, 2025 and the applicable law, including the referenced statutes and rules mentioned herein.

I understand that if any information is found to be incorrect at any point of time (or) I am found to be in violation of the Goa Transport Aggregator Guidelines, 2025, the licence granted to me is liable to be cancelled, besides initiating other legal action/actions against me.

(Signature of authorised person)

Name of the authorised person

Email ID of the authorised person:

Phone No. of the authorised person:

Place:

Date:

Company seal:

FORM-II

[See Guideline 3]

Application for the renewal of licence for Aggregator under the Goa Transport Aggregator Guidelines, 2025.

To,
The Director,
Department of Transport,
Government of Goa.

I/We, the undersigned hereby apply for renewal of a licence for operation as an Aggregator under the Goa Transport Aggregator Guidelines, 2025 in the state of Goa.

1	Name of the Aggregator	
2	Copy of the existing licence	<i>(Please attach a self-attested copy)</i>
3	Date of issuance of the licence	
4	Registered office address	
5	Branch office address in Goa (if registered office is not located in Goa):	
6	Ownership details of registered office/branch office in Goa:	<i>(Please attach the self-attested copy of ownership document. In case of a leased property, the lease term should not be less than three (3) years)</i>
7	Name of the authorised person	
8	Contact details of authorised person	Email: Phone:
9	Document of authorisation	<i>(Please attach the self-attested copy of the letter/resolution/power of attorney authorising the authorised person to apply on behalf of Applicant)</i>
9	PAN No.:	
	Copy of PAN	<i>(Please attach a self-attested copy)</i>
10	GST No.:	
	Copy of GST registration certificate	<i>(Please attach a self-attested copy)</i>
11	Trade licence:	<i>(Please attach a self-attested copy)</i>
12	Self-declaration	<i>(Please submit a signed copy)</i>

Format of Self Declaration

I hereby declare that the information given above and other documents enclosed herewith are true to the best of my knowledge.

I read and acknowledge the provisions of the Goa Transport Aggregator Guidelines, 2025.

I accept and agree to abide by the Goa Transport Aggregator Guidelines, 2025 and the applicable law, including the referenced statutes and rules mentioned herein.

I understand that if any information is found to be incorrect at any point of time (or) I am found to be in violation of the Goa Transport Aggregator Guidelines, 2025, the licence granted to me is liable to be cancelled, besides initiating other legal action/actions against me.

(Signature of authorised person)

Name of the authorised person

Email ID of the authorised person:

Phone No. of the authorised person:

Place:

Date:

Company seal:

FORM-III

Licence for an Aggregator under the Goa Transport Aggregator Guidelines, 2025.

[Name of the Aggregator] is hereby licensed to operate as an Aggregator under Goa Transport Aggregator Guidelines, 2025.

1	Name of the Aggregator (in full)	
2	Address of the registered office:	
3	Address of the branch office(s): (In case the registered office is not in Goa)	
4	Email ID:	
5	Phone:	
6	Website:	
7	Contact details of authorised person:	
	(a) Name:	
	(b) Phone No.:	
	(c) Email:	
8	Details of the fee paid:	
	(a) Licence/Renewal fee	
	(b) Security Deposit	

The licensee shall at all times comply with the provisions of the Goa Transport Aggregator Guidelines, 2025, failing which the licence is liable to be cancelled.

(Authorised signature and seal of the Government)

Place:

Date:

FORM-IV

[See Guideline 3]

Application for the issue of Duplicate Licence under the Goa Transport Aggregator Guidelines, 2025.

To,
The Director,
Department of Transport,
Government of Goa.

Sir/Madam,

The licence issued to [*Name of the Aggregator*] under Guideline 3 of the Goa Transport Aggregator Guidelines, 2025 bearing No. [] has been lost/destroyed/completely written off/soiled/torn/mutilated in the following circumstances.

[].

I/We hereby declare that to the best of my/our knowledge the Licence has not been suspended or cancelled under the provisions of the Act or rules made thereunder and the circumstances explained above are true.

I/We do hereby apply for the issue of a duplicate Licence.

The written off/soiled/torn/mutilated Certificate of registration is enclosed/copy of the FIR filed against the loss of the Licence is enclosed.

(Signature of authorised person)

Name of the authorised person:

Email ID of the authorised person:

Phone No. of the authorised person:

Place:

Date:

Company seal:

FORM-V

[See Guideline 8]

ANNUAL COMPLIANCE REPORT

To,
The Director,
Department of Transport,
Government of Goa.

I/We, the undersigned hereby declare the following in accordance with the requirements operation as an Aggregator under the Goa Transport Aggregator Guidelines, 2025 in the state of Goa have been ensured from [start date] to [end date].

S. No.	Condition	Status of the compliance
1	Certificate of commencement of business (Only for the first year)	<i>(Please attach a self-attested copy)</i>
2	Data recorded during provisions of services in Goa, is stored in servers located in India, and the same shall be retained for not less than three (03) years	Yes No
3	On-boarded only Drivers with a valid PSV Badge.	Yes No
4	Executed a valid enforceable contract with all Drivers On-boarded on our App	Yes No
5	Did not prevent or disincentivize any Driver to On-board with multiple Aggregators	Yes No
6	Provided health insurance to all Drivers in accordance with clause 4 (10).	Yes No
7	On-boarded only motor vehicles in accordance with clause 4 (11).	Yes No
8	Displayed the details of Driver's licence and the vehicle permit in accordance with clause 4 (12).	Yes No
9	Implemented mechanism to ensure the compliance with clause 4 (13)	Yes No

I understand that if any information stated above is found to be incorrect at any point of time (or) I am found to be in violation of the Goa Transport Aggregator Guidelines, 2025, the licence granted to me is liable to be cancelled, besides initiating other legal action/actions against me.

(Signature of authorised person)

Name of the authorised person:

Email ID of the authorised person:

Phone No. of the authorised person:

Place:

Date:

Company seal:

SCHEDULE-I

This Schedule reproduces the following:

1. The rate of fares as notified by the Government of Goa on 5th August, 2021 for tourist taxi, motor cab and maxi cab vide Notification No. D.Tpt/STA/2375-111/2019/2037.
2. The rate of fares as notified by the Government of Goa on 1st August, 2013 for three seater auto rickshaw, six seater auto rickshaw and motor cycle taxis vide Notification No. D.T.Pt/STA/1275/2013.

(The applicable rates in this schedule shall be in accordance with the current prevalent rates in Goa as and when notified by the Government).

Rates of fare for tourist taxi, motor cab and maxi cab.

S. No.	Engine Capacity	Make	For 4 hours (1/2 day up to 50 km.) (In INR)	For 8 hours (full day) up to 100 km. (In INR)	Extra charges per/km. for exceeding limits stated in column (4) and (5) (In INR)	Extra charges per hour for exceeding hours stated in Column (4) and (5) (In INR)	One way journey without return fare per km. (In INR)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1.	998cc to 1199cc	Hatchback like Wagon R, Hyundai i10, Santro, Celerio, Ford Figo, Ecco etc.	1050	2050	21	100	29

2.	1200cc to 1499cc	Hatchback like Swift, Baleno, i20 Liva, Datsun Ready-Go, VW-Polo, Jazz etc.	1150	2250	23	100	36
		Saloon/Sedan like Swift Dzire, Honda Amaze, Etios, Brezza, BR-V etc.	1350	2600	29	100	43
3.	1500 cc to 2499cc	SUV (Regular) like Creta, Ecosport, Thar, Innova (Old) Marazzo, Tata Aria, Jeep Compass, Duster, Ertiga, Bolero etc.	1650	3200	35	100	49
		SUV/MPV (Passenger) Premium like Innova Crysta, Tucson, Tiguan etc.	1800	3500	36	100	49
4.	2500cc and above	Premium Cab like Mercedes, BMW, AUDI, Fortuner, Ford Endeavour, Jaguar, Land Rover etc.	4750	8700	102	100	149

Rates of fare for three seater auto rickshaw, six seater auto rickshaw and motor cycle taxis.

S. No.	Type of vehicle	Fare for first km. (in INR)	Fare for subsequent km. (in INR)	Luggage charge per baggage above 15kg. (in INR)	Detention charges	Night journey	For one way journey outside Municipal limit
1.	Three seater auto rickshaw	20 per km.	NA	5	INR 15 per hour	25% of the normal fare is payable extra from 11:00 p.m. to 5:00 a.m.	NA

2.	Six seater auto rickshaw	20	15	5	INR 15 per hour	25% of the normal fare is payable extra from 11:00 p.m. to 5:00 a.m.	50% of the normal fare is payable extra
3.	Motor cycle taxis	14	5	NA	INR 15 per hour or INR2 for every ten (10) minutes waiting	25% of the normal fare is payable extra from 11:00 p.m. to 5:00 a.m.	50% of the normal fare is payable extra